



IN THE UNITED STATES

PATENT AND TRADEMARK OFFICE

APPLICANTS: S. Renee Starnes and Robert B. Squire
APPLICATION NO.: 10/714,496
FILING DATE: November 14, 2003
TITLE: Variable Compensation Tool and System for Customer Service
AGents
EXAMINER: Not Yet Known
GROUP ART UNIT: 3627
ATTY. DKT. NO.: 16319-07385

CERTIFICATE OF MAILING

I hereby certify that this correspondence is also being deposited with the United States Postal Service in an envelope addressed to: Mail Stop: Missing Parts, Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

Dated: 6/18/04

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Robert R. Sachs, Reg. No.: 42,120

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LETTER TO THE CHIEF DRAFTSPERSON

SIR:

Please substitute the enclosed 2 sheets of formal drawings containing Figures 1 through 2 for the 2 sheets of drawings containing Figures 1 through 2 previously submitted.

Respectfully submitted,
S. RENEE STARNES ET AL.

Dated: 6/18/04

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